Access To Care Demonstration Block 8

Amy Ward, SAIC

16,18 May 2001

SAIC

Agenda

- Overview
- Categories
- Booking an Appointment
  - Non-Enrolled Booking
  - Enrolled Booking
- Appointment Refusals
- Access to Care Report
- Overview of ASCII File

SAIC

Access to Care Project

- The Access to Care project permits authorized users to search in both MCP and PAS for an appointment based on the appointment's Access to Care Category. The project is designed to calculate the time elapsed between a beneficiary's request for an appointment at the MTF, and the actual date/time of the scheduled appointment with a Health Care Provider. Reports may then be generated which calculate the number of appointments which met or did not meet the Access to Care Standard. This change also permits a facility to generate an ASCII file of Access to Care data for transmission to another CHCS platform.

SAIC

Access To Care Categories

- The categories are:
  - **Acute:** 1 day search
  - **Routine:** 7 day search
  - **Wellness:** 30 day search
  - **Specialty:** 30 day search
  - **Future Request:** 90 day search
- CHCS will calculate the time elapsed between a beneficiary's request for an appointment at the MTF, and the actual date/time of the scheduled appointment with a Health Care Provider.

SAIC

CHCS Appointing

```
Scheduling Supervisor Menu
Clerk Scheduling Menu
Managed Care Program Menu

Select PAS System Menu Option: Managed Care Program Menu
```

SAIC

CHCS Appointing (cont.)

```
HMCP   Health Care Finder Menu
EMCP   Enrollment Processing Menu
DMCP   Display Patient Appointments
CMCP   Cancellation by Patient
OMCP   Outputs & Management Reports Menu
RMCP   Registration Menu
BMCP   Batch PCM Reassignment Menu
IMCP   Interactive NAS Processing Menu
AMCP   Ad Hoc Report Menu

       Select Managed Care Program Menu Option: HMCP
```

SAIC

CHCS Appointing (cont.)

```
AHCF   Appointment Order Processing
BHCF   Health Care Finder Booking
EHCF   Enter Appointment Refusals
CHCF   Cancellation by Patient
OHCF   Output Products
RHCF   Health Care Finder Reports Menu
LHCF   Print Patient Address Label

       Select Health Care Finder Menu Option: Health Care Finder Booking
```

SAIC

CHCS Appointing (cont.)

```
HEALTH CARE FINDER BOOKING


Select PATIENT NAME: WARD,AMY L        30/123-45-678 08 Nov 19?? F
         OK? YES//
```

SAIC

Non-Enrolled Booking

```
 Patient: WARD,AMY L                              DDS/FMP/SSN: 30/30/123-45-678
     Pat SSN: 382-67-1234                          Sex/DOB/Age: F/08 Nov 19??/Young!
      PatCat: USN FAM MBR AD                      Patient Type: CHAMPUS
 Elig St/End: 15Oct1995-28Feb2003            CHCS MCP Status:
Last Elig Ck: 18Oct2000@095833                    Primary OHI:
    Dir Care: Y   CHA: C   MED: N    ACV: C         Reg Code:        DMIS:
────────────────────────────────────────────────────────────────────────────────
     Sponsor: WARD,GEORGE EDWARD                   Spon Rank: PETTY OFFICER FIRS
 Spon PatCat: USN RET LOS ENLISTED                Duty Phone:
 Sponsor UIC: SPONSOR RETIRED                            DSN:
     Address: 5107 Leesburg Pike, Suite 2200
        City: Falls Church                         Home Phone:
          St: VA      Zip: 22041                   Work Phone: 703-824-8544
 Reg Comment:                                     O/P Rec Room:
              Reg Updated: 07 Jan 2000@143817
────────────────────────────────────────────────────────────────────────────────
Select (N)on-enrollee Booking, (R)eferral Booking, (V)iew/Query DEERS,
       (F)uture/Past Appts, (L)og Non-MTF Appt, (D)emographics,
       (O)utput Products, or (Q)uit: N//
```

SAIC

Non-Enrolled Booking (cont.)

```
                    NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category:
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider:                                       Clinic Spec:
     Location:                                     Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000           Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
```

 * **Access to Care Category**
   Location
   Specialty
   Place of Care
   Provider
   Appointment Type
+ Dates

Use SELECT key to select SEARCH CRITERIA

SAIC

Non-Enrolled Booking (cont.)

```
                    NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category:
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider:                                       Clinic Spec:
     Location:                                     Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000           Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
Select PROVIDER:
```

Non-Enrolled Booking (cont.)

```
                      NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                               FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                             ATC Category:
Place of Care:                                        Appt Type:
   PLOC Phone:                                        Spec Type:
     Provider:                                      Clinic Spec:
     Location:                                    Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400

 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates

Select PROVIDER: HAVNER,R  HAVENER,ROBERT S            xxx-xx-xxxx
         OK? YES//
```

SAIC

Non-Enrolled Booking (cont.)

```
                        NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                             ATC Category:
Place of Care:                                        Appt Type:
   PLOC Phone:                                        Spec Type:
     Provider: HAVENER,ROBERT S                        nic Spec:
     Location:                                    Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
Select Access to Care Category: ??
```

Non-Enrolled Booking (cont.)

```
                     NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                                FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category:
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider: HAVENER,ROBERT S                      Clinic Spec:
     Location:                                     Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000           Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
-------------------------------------------------------------------------------
 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
-------------------------------------------------------------------------------
Choose from:
   ACUTE                  24 Hours
   FUTURE REQUEST         90 Days
   ROUTINE                 7 Days
   SPECIALTY              30 Days
   WELLNESS               30 Days

Select Access to Care Category: ACUTE
```

SAIC

Non-Enrolled Booking (cont.)

Acute Access to Care Category Search

```
                         NON-ENROLLEE SINGLE PATIENT BOOKING
      Patient: WARD,AMY L                               FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                             ATC Category: ACUTE (24 HOURS]
Place of Care:                                        Appt Type:
   PLOC Phone:                                        Spec Type:
     Provider: HAVENER,ROBERT S                     Clinic Spec:
     Location:                                    Provider Spec:
   Date Range: 18 Oct 2000 to 19 Oct 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
--------------------------------------------------------------------------------
   WED 1920 18 Oct 00 SDA    1/0  MFHCBE   BE                    pri-im-m->17
   WED 1940 18 Oct 00 SDA    1/0  MFHCBE   BE                    pri-im-m->17








--------------------------------------------------------------------------------
Use SELECT key to select appointment to be booked
Press F9 to view additional appointment data
```

SAIC

Non-Enrolled Booking (cont.)

Routine Access to Care Category Search

```
 NON-ENROLLEE SINGLE PATIENT BOOKING
      Patient: WARD,AMY L                                FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category: ROUTINE [7 DAYS]
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider: HAVENER,ROBERT S                      Clinic Spec:
     Location:                                     Provider Spec:
   Date Range: 24 Oct 2000 to 31 Oct 2000           Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
--------------------------------------------------------------------------------
   TUE 0740 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
   TUE 0800 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
   TUE 0820 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
   TUE 0840 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
   TUE 0900 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
   TUE 1100 31 Oct 00 SDA    1/0  MFHCBE   BE                   pri-im-m->17
+  TUE 1300 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
--------------------------------------------------------------------------------
Use SELECT key to select appointment to be booked
Press F9 to view additional appointment data
```

SAIC

Non-Enrolled Booking (cont.)

Wellness Access to Care Category Search

```
 NON-ENROLLEE SINGLE PATIENT BOOKING
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                           ATC Category: WELLNESS [30 DAYS]
Place of Care:                                       Appt Type:
   PLOC Phone:                                       Spec Type:
     Provider: HAVENER,ROBERT S                    Clinic Spec:
     Location:                                   Provider Spec:
   Date Range: 24 Oct 2000 to 23 Nov 2000         Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400

   TUE 0740 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
   TUE 0800 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
   TUE 0820 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
   TUE 0840 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
   TUE 0900 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17
   TUE 1100 31 Oct 00 SDA    1/0  MFHCBE   BE                   pri-im-m->17
+  TUE 1300 31 Oct 00 WLKIN  1/0  MFHCBE   BE                   mtf-im-m->17

Use SELECT key to select appointment to be booked
Press F9 to view additional appointment data
```

SAIC

Non-Enrolled Booking (cont.)

WHAT HAPPENS IF YOU DON'T CHOOSE A CATEGORY?

```
NON-ENROLLEE MTF BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                               FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                             ATC Category:
Place of Care:                                        Appt Type:
   PLOC Phone:                                        Spec Type:
     Provider: HAVENER,ROBERT S                     Clinic Spec:
     Location:                                    Provider Spec:
   Date Range: 18 Oct 2000 to 18 Oct 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400

  Patient Home Phone:                       Patient Duty Phone:



            Access to care category is required
Select (C)hange Search Criteria, (F)uture/Past Appts, or (Q)uit:
```

SAIC

Non-Enrolled Booking (cont.)

WHAT HAPPENS IF THERE ARE NO APPOINTMENTS AVAILABLE?

```
                  NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                            FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category: ACUTE
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider: HAVENER,ROBERT S                     nic Spec:
     Location:                                 Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000       Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
□□□□ Either no providers meeting criteria or no applicable agreements found □□□□
*** Expand search date range to search for additional appointments.

START DATE: 18 Oct 2000//
```

SAIC

Non-Enrolled Booking (cont.)

```
                          FILE APPOINTMENT
      Patient: WARD,AMY L                            FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category: ACUTE
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider: HAVENER,ROBERT S                  Clinic Spec:
     Location:                                 Provider Spec:
   Date Range: 18 Oct 2000 to 19 Oct 2000        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400

   WED 1920 18 Oct 00 SDA    1/0  MFHCBE   BE                   pri-im-m->17






                   Select Slot #1 of 1
Select (B)ook appt, or (Q)uit FILE APPOINTMENT: B//
```

SAIC

Non-Enrolled Booking (cont.)

```
PATIENT APPOINTMENT: WARD,AMY L                                  FILE APPOINTMENT

   WED 1920 18 Oct 00 SDA    1/0  MFHCBE   BE                    pri-im-m->17
           No reminder notice will be sent. Hand-carry Patient records.
                     O/S Rec Loc: NNMC OUTPATIENT RECORDS-NNMC BETHESDA. MD

                  Clinic Message: If appt booked 24ORD-TYPE OF PHYSICAL
   Clinic/Appt Type Instructions: bring record
                Provider Message: Bring health record
 Provider/Appt Type Instructions:
                 Arrival Message: 15 minutes
            Registration Comment: TPC

                      MEPRS Code: BHAA
              Requesting Service:
                     Referred By:
            Send Reminder Notice: NO
             Appointment Comment:
          Reason for Appointment:


Ask for Help = HELP     Screen Exit = F10     File/Exit = DO         INSERT OFF
```

SAIC

Enrolled Booking

```
HEALTH CARE FINDER BOOKING



Select PATIENT NAME: DUCK,DONALD WAYNE
                                        20/987-65-4321 14 Dec 1965 M NE6
          OK? YES//
```

SAIC

Enrolled Booking (cont.)

```
HEALTH CARE FINDER BOOKING

     Patient: DUCK,DONALD WAYNE                  DDS/FMP/SSN: 20/20/987-65-4321
     Pat SSN: 987-65-4321                        Sex/DOB/Age: M/14 Dec 1965/34Y
      PatCat: USN ACTIVE DUTY                   Patient Type: MCP/ACTIVE DUTY
 Elig St/End: 07Dec1998-24Aug2004            CHCS MCP Status: ENROLLED
Last Elig Ck: 18Oct2000@100458                 Enroll St/End: 20Aug1997-24Aug2004
    Dir Care: Y   CHA: N   MED: N    ACV: A         Reg Code: 01     DMIS: 0067
         PCM: MIL FAM HLTH CTR BE G  Case Mgmt: No  PCM Ph#: (301) 295-5555
    PCM PLOC: MIL FAM HLTH BE                   PCM Location: DIRECT CARE
──────────────────────────────────────────────────────────────────────────────
     Sponsor: DUCK,DONALD WAYNE                  Spon Rank: PETTY OFFICER FIRS
 Spon PatCat: USN ACTIVE DUTY                     Duty Phone: 301-319-5555
 Sponsor UIC: NATNAVMEDCEN                               DSN:
     Address: 6109 WHITE HOUSE WAY
        City: ALEXANDRIA                          Home Phone:
          St: VA      Zip: 22312                  Work Phone: 301-219-5555
 Reg Comment: PCM=VASQUEZ,TITO L
O/P Rec Room:                                    Reg Updated: 11 Aug 2000@075721
──────────────────────────────────────────────────────────────────────────────
Select (A)OP, (P)CM Booking, (R)eferral Booking, (V)iew/Query DEERS,
       (F)uture/Past Appts, (L)og Non-MTF Appt, (D)emographics,
       (O)utput Products, or (Q)uit: P//
```

Enrolled Booking (cont.)

```
 PCM MTF BOOKING SEARCH CRITERIA
      Patient: DUCK,DONALD WAYNE                    FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                 ATC Category:
Place of Care: MIL FAM HLTH BE/NNMC               Appt Type:
   PLOC Phone: (301) 295-5555                     Spec Type:
     Provider: MIL FAM HLTH CTR BE GRP          Clinic Spec:
     Location: 20889                          Provider Spec:
   Date Range: 20 Oct 2000 to 01 May 2022      Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400

  Patient Home Phone:                   Patient Duty Phone: 301-219-5555
```

ATC Category is required

Select Access to Care Category: **Acute**

Enrolled Booking (cont.)

```
PCM MTF BOOKING SEARCH CRITERIA
     Patient: DUCK,DONALD WAYNE                     FMP/SSN: 20/987-65-4321
Patient Type: MCP/ACTIVE DUTY                  ATC Category: ACUTE
Place of Care: MIL FAM HLTH BE/NNMC               Appt Type:
  PLOC Phone: (301) 295-5555                      Spec Type:
    Provider: NIEMANN,SANDOR S                  Clinic Spec:
    Location: 20889                           Provider Spec:
  Date Range: 12 Apr 2001 to 13 Apr 2001       Days of Week: M TU W TH F SA SU
  Time Range: 0001 to 2400

  THU 1645 12 Apr 01 ROU    2/1   BE                   MTF PFA
  THU 1830 12 Apr 01 SDA    1/0   BE                   MTF/PRI FP M >0
  FRI 1730 13 Apr 01 ROU    2/0   BE                   MTF PFA

Use SELECT key to select appointment(s) to be booked
Press F9 to view additional appointment data
```

SAIC

Enrolled Booking (cont.)

```
                                FILE APPOINTMENT
      Patient: DUCK,DONALD WAYNE                          FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                       ATC Category: ACUTE
Place of Care: MIL FAM HLTH BE/NNMC                     Appt Type:
   PLOC Phone: (301) 295-5555                           Spec Type:
     Provider: NIEMANN,SANDOR S                       Clinic Spec:
     Location: 20889                                Provider Spec:
   Date Range: 12 Apr 2001 to 13 Apr 2001            Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400

   THU 1645 12 Apr 01 ROU    2/1   BE                    MTF PFA

                          Select Slot #1 of 1
Select (B)ook appt, or (Q)uit FILE APPOINTMENT: B//
```

SAIC

Enrolled Booking (cont.)

```
PATIENT APPOINTMENT: DUCK,DONALD WAYNE                          FILE APPOINTMENT

          THU 1645 12 Apr 01 ROU    2/1   BE                    MTF PFA
           No reminder notice will be sent. Hand-carry Patient records.
                     O/S Rec Loc: NNMC MILITARY MEDICINE RECORDS-NNMC BETHESDA

                 Clinic Message: If appt booked 24ORD-TYPE OF PHYSICAL
   Clinic/Appt Type Instructions: ARRIVE 15 MINUTES EARLY
                Provider Message: bring record
 Provider/Appt Type Instructions:
                 Arrival Message: 15 minutes
            Registration Comment:
                      MEPRS Code: BHAA
              Requesting Service:
                     Referred By:
            Send Reminder Notice: NO
             Appointment Comment:
          Reason for Appointment:


Ask for Help = HELP     Screen Exit = F10     File/Exit = DO         INSERT OFF
```

SAIC

Appointment Refusals

- What happens if a Patient refuses an appointment or an appointment is booked outside of the standard, when other appointments are available?
  - After booking the appointment, CHCS will automatically access the Appointment Refusal screen.
  - The Appointment Refusal will display the default reason, 11 ATC DECLINED –PATIENT PREFERENCE. The Refusal Status will default to: MTF Declined.
  - This permits documentation for the appointments that were available within the ATC Standard and were refused.
  - The user will have the capability to enter a free text reason for the refusal.

SAIC

Appointment Refusal (cont.)

ATC APPOINTMENT REFUSAL REASONS

11 ATC DECLINED –PATIENT PREFERENCE

12 ATC REQUEST LATE – PATIENT CALLED IN LATE FOR APPOINTMENT

SAIC

Appointment Refusal (cont.)

```
  FILE APPOINTMENT
      Patient: DUCK,DONALD WAYNE                      FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                   ATC Category: ROUTINE
Place of Care: MIL FAM HLTH BE/NNMC                 Appt Type:
   PLOC Phone: (301) 295-0196                       Spec Type:
     Provider: NIEMANN,SANDOR S                   Clinic Spec:
     Location: 20889                            Provider Spec:
   Date Range: 12 Apr 2001 to 12 May 2001        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400

   MON 1500 23 Apr 01 ROU    2/1   BE                   MTF PFA

                   Select Slot #1 of 1
```

This appointment is outside the Access to Care standard.
Earlier appointments are available that meet the Access to Care standard.

Select (B)ook appt, or (Q)uit FILE APPOINTMENT: B//

SAIC

Appointment Refusal (cont.)

```
 PATIENT APPOINTMENT: DUCK,DONALD WAYNE                          FILE APPOINTMENT

         MON 1500 23 Apr 01 ROU    2/1   BE                      MTF PFA
                                Hand-carry  records.
                     O/S Rec Loc: NNMC MILITARY MEDICINE RECORDS-NNMC BETHESDA

                  Clinic Message: If appt booked 24ORD-TYPE OF PHYSICAL
   Clinic/Appt Type Instructions: ARRIVE 15 MINUTES EARLY
                Provider Message: bring record
 Provider/Appt Type Instructions:
                 Arrival Message: 15 minutes
            Registration Comment:

                      MEPRS Code: BHAA
              Requesting Service:
                     Referred By:
            Send Reminder Notice: YES
             Appointment Comment:
         Reason for Appointment:



Ask for Help = HELP     Screen Exit = F10     File/Exit = DO         INSERT OFF
```

SAIC

Appointment Refusal (cont.)

```
  APPOINTMENT REFUSALS: 12 Apr 2001@0948                      APPOINTMENT REFUSAL

         Patient: DUCK,DONALD WAYNE                 FMP/SSN: 20/987-65-4321
Patient Category: USN ACTIVE DUTY                   Pat SSN: 987-65-4321
         DOB/AGE: 11 NOV 1965/35Y                       DDS: 20
       Case Mgmt: NO                                    SEX: MALE
    Patient Type: MCP/ACTIVE DUTY                MCP Status: ENROLLED
             PCM: NIEMANN,SANDOR S                PCM Phone: (301) 295-5555
===============================================================================
 Referral Number:                         Refusal Date/Time: 12Apr2001@0946
       Specialty:                                  Location: 20889
   Place of Care: MIL FAM HLTH BE                  Provider: NIEMANN,SANDOR S
       Clin Spec:                                 Prov Spec:
             HCF: WARD,AMY L
  Refusal Status: MTF DECLINED
  Refusal Reason: ATC DECLINED - PATIENT PREFERENCE
Refused Provider:
  Refusal Reason:  (Free Text)

     HCF Comment:
```

SAIC

Appointment Refusal (cont.)

- In the case where a patient called in late (outside the Access to Care Standard) for an appointment associated with a referral or clinical order, CHCS will automatically access the Appointment Refusal screen and enter the reason **(12 ATC REQUEST LATE – PATIENT CALLED IN LATE FOR APPOINTMEN**T).
- The clerk can still book to an available appointment outside the Access to Care Standard but CHCS will automatically access the Appointment Refusal reason with the Refusal Reason of “Patient called in late”. This appointment refusal will subsequently be included in the Access to Care Summary report.

SAIC

Appointment Refusal (cont.)

APPOINTMENT REFUSAL REASONS

1 REQUESTED PROVIDER NOT AVAILABLE
2 APPOINTMENT DATE/TIME UNACCEPTABLE
3 UNHAPPY WITH MTF SERVICE/PROVIDER(S)
4 DISTANCE TOO GREAT TO TRAVEL
5 WANTED A CIVILIAN APPOINTMENT

SAIC

Appointment Refusal Report

Menu Option: MAN =>OMCP =>HRPT=>#6

```
CHCS - NATIONAL CAPITAL AREA                                                    11 Apr 2001@1317    Page 1
                                          Personal data - Privacy act of 1974  (PL 93-579)
                                            REFUSED APPOINTMENTS REPORT For ALL PATIENTS
                                                  From: Mar 2001     To: Mar 2001
=================================================================================================================
Refusal Status
  Patient Name                      FMP/SSN         DDS  Patient Category        Pat Home Ph#       Specialty#
                                    HCF                  Referral#               Refusal Time       Location
                                     Refusal Reason
=================================================================================================================
MTF DECLINED
------------
XXXXX,XXXXX,XXXXX                    20/111-11-1111  20   USN ACTIVE DUTY
                                     COOPERWOOD,GLENN     20010228457             05Mar01@1030
                                     ATC DECLINED - PATIENT PREFERENCE

XXXXX,XXXXX,XXXXX                    30/ 111-11-1111 30   USN FAM MBR RET
                                     FENTRISS,CASSANDRA Y 20010452360             12Mar01@1110

                                     ATC REQUEST LATE - PATIENT CALLED LATE FOR APPOINTMENT

XXXXX,XXXXX,XXXXX                    31/ 111-11-1111 31   USA FAM MBR AD
                                     BROWN,LINDA D        20010445057             15Mar01@0914

                                     ATC DECLINED - PATIENT PREFERENCE

                                     31/ 111-11-1111 31   USA FAM MBR AD
                                     THOMPSON-GRAY,SHELLY 20010481552             15Mar01@0933

                                     ATC DECLINED - PATIENT PREFERENCE
```

SAIC

Access To Care Report

- Menu Path: CA=>PAS=>S =>SMGR=>#12
- The Access to Care Summary report is designed to calculate the time between the appointment request and when the patient is seen by a provider. CHCS will calculate whether or not each appointment meets the Access to Care Standard based on the ATC Category associated with the appointment.
- Only schedulable appointments are captured (USV – Sick call/Walk-Ins are not)

SAIC

Access To Care Report (cont.)

Sample System Calculations:

A) Initial data collected by CHCS for one month:

Met 90

Not Met (raw) 20

Appointment refusals 10

B) System calculation for # Not Met = "True" number of appointments which did not meet Access to Care Standard

Not Met (raw) 20

- Appointment Refusals - 10 (reported)

--- ---

= # Not Met ("True") = 10 (reported)

SAIC

Access To Care Report (cont.)

C) System calculation for # Appts = Total number of appointments

---

Met 90 (reported)

+ # Not Met (True) + 10 (reported)

--- ---

Appts =100 (reported)

D) System calculation for % Met = Percentage of appointments which met ATC standard

---

% Met = # Met / # Appts 90/100 = 90%

SAIC

Access To Care Report (cont.)

```
 ACCESS TO CARE SUMMARY REPORT
                                  by CLINIC
                        ***   ACUTE APPOINTMENTS   ***
                             Feb 2001 - Feb 2001
Division: NNMC BETHESDA. MD
Department: MIL MED DPT BE
==============================================================================
Clinic/MEPRS
 Provider
  TRICARE Status          %Met       #Met #Not Met    #Appts    Avg Days #Refuse
==============================================================================
MIL FAM HLTH BE/BHAA
--------------------
 ARNOLD,JOSHEPH S
  DIRECT CARE ONLY        100%          1        0         1        0.05       0
  TRICARE PRIME (ACTIVE D 100%          4        0         4        0.07       0
  TRICARE PRIME (CHAMPUS) 100%          7        0         7        0.26       0

 BANDOLINO,ROBERT G
  DIRECT CARE ONLY        100%          1        0         1        0.03       0
  TRICARE PRIME (ACTIVE D 100%          1        0         1        0.01       0
   Clinic Total:           92%        130       12       142        0.51       0
   Department Total:       92%        130       12       142        0.51       0
Division Total:            92%        130       12       142        0.51       0
==============================================================================
** NOTE: Only clinics which are identified for Access to Care reporting are included on this report. **
```

SAIC

Access To Care Report (cont.)

```
 SOUTHERN CALIFORNIA HEALTH CARE                          05 Apr 2001@0946   Page 2
                      ACCESS TO CARE SUMMARY REPORT
                             by DEPARTMENT
                 ***  FUTURE REQUEST APPOINTMENTS   ***
                          Mar 2001 - Mar 2001
Division: NAVY INPATIENT DIVISION
Department: Cardiology Department
==============================================================================
Clinic/MEPRS
 Provider
  TRICARE Status          %Met       #Met #Not Met    #Appts    Avg Days #Refuse
==============================================================================
CARDIOLOGY CLINIC - NI/BACA
---------------------------
 CAMPBELL,ANN
  TRICARE STATUS UNKNOWN                                    2        0.07
RICHARD,P
  TRICARE STATUS UNKNOWN                                    2        0.07
 SAGE,FREDI J
  TRICARE STATUS UNKNOWN                                    2        0.21
  Clinic Total:                                            44        3.29
  Department Total:                                         5        0.28
  Division Total:                                          52        2.82
==============================================================================
*  Only clinics which are identified for Access to Care reporting are included on  this report. *
** Only statistics which are not related to an Access to Care Standard
   (e.g. #Appts, Avg Days) are included in the 'Future Request' category. **
```

SAIC

Access to Care ASCII file overview

- CHCS has the ability to include information from the Access to Care Summary report in an ACSII file, which can be transmitted to and analyzed by another CHCS system or other destination. The Access to Care Report may be tasked monthly via Taskman for generation as an ASCII file and then transmitted using the Electronic Transfer Utility (ETU).

SAIC

Access to Care ASCII file design

- The Taskman monthly job will capture ATC Summary report information for the host platform for the previous month.
- One ATC ASCII file per Division/DMIS will be generated.
- Each ATC ASCII file will contain ATC information for the clinics within the division.
- The ATC ASCII filename was shortened based on restrictions regarding the allowable length of a filename.

SAIC

Access to Care ASCII file (cont)

- The ASCII format for each record will contain the following information:
- Group IDˆDMIS IDˆRegionˆFacilityˆ Branch of Serviceˆ TRICARE Statusˆ Divisionˆ Departmentˆ Clinicˆ MEPRSˆ Providerˆ Access to Care Categoryˆ Start Dateˆ Stop Dateˆ# Metˆ# Not Metˆ# Appts ˆAvg Days ˆ Refusals

SAIC

Access to Care ASCII file (cont)

Pos	Name	Max Len	Data Type	Description
1	Group ID	4	Text (code)	Group ID of division
2	DMIS ID	4	Text (code)	DMIS ID of division
3	Region	2	Text	Region code (1-14)
4	MTF code	6	Text	Medical Treatment Facility (MTF) code associated with Platform
	Host [^DD("SITE"]			
5	Service Branch	4	Text	Abbreviation Service Branch (USAF, ARMY, USN, COM, UNK, CIV, USCG, FMIL, USMC, NOAA, PHS, VET, OTH)
6	TRICARE status	40	Text	TRICARE designation The
	Alternate Care Value (ACV) from DEERS (e.g. TRICARE PRIME ACTIVE DUTY)			

SAIC

Access to Care ASCII file (cont)

Pos	Name	Max Len	Data Type	Description
7	Division	30	Text	Name of Division
8	Department	34	Text	Name of Department
9	Clinic	30	Text	Name of clinic (Hospital location)
10	MEPRS	4	Text	MEPRS workload code associated with Clinic
11	Provider	30	Text	Provider associated with appointment
12	Access to Care Category	30	Text	Access to Care Category (Acute, Routine, Wellness Specialty)
13	Start Date	8	Date	Beginning date of appointment data; first day of month
14	End Date	8	Date	End date of appointment data; last day of month

SAIC

Access to Care ASCII file (cont)

Pos	Name	Max Len	Data Type	Description
15	# Met clinic Care Standard	10	Number	Number of appointments within which met Access to for date range.
16	# Not Met appointments within clinic which did not meet Access to Care Standard for date range.	10	Number	Number of
17	# Appts	10	Number	Total number of "Booked“ appointments for date range.
18	Avg Days time of to time of appointment within clinic for date range.	10	Number	Average number of days from appointment request Booked"
19	# Refusals appointment refusals for date range.	10	Number	Number of clinic for

QUESTIONS?

SAIC